Dear Valued Customer,

We hope this finds you safe and healthy amidst this pandemic.

We understand the difficulties you face, and despite our best efforts, we humbly admit we are still facing complications in our operations which we were not prepared for too, including meter reading and billing concerns. We sincerely apologize for any inconvenience this may has caused you at such a difficult time.

We'd like to inform you that we've read your meter, and your actual consumption during the ECQ and MECQ period is now indicated on your current bill.

You may have previously received estimated bills (see 'Additional Bill Information' section in your bill or visit our website), kindly set them aside and just use your June bill.

To help ease your bills payment, only one fourth (1/4) of your Current Charges is due no earlier than June 30. The remaining balance or three fourths (3/4) of your Current Charges may be settled in 4 or 6 monthly installments, depending on your February 2020 consumption, every 15th of the month starting July 15. This is in accordance with the advisory of Energy Regulatory Commission (ERC) and Meralco's recent pronouncements.

We fully understand your concern if your current bill is higher than your previous months' bills. Aside from June reflecting the sum of your actual consumption during the ECQ and MECQ months, below are other factors that may have affected the increase:

1. **Higher electricity usage during ECQ**
   More people are at home, and might have used appliances (TV, electric fan, computer, game console, at air conditioner, etc.) for longer periods, and refrigerators are likely opened more frequently.
2. **Higher consumption due to hot weather**
   During hot days, appliances with compressors (like aircons and refrigerators) exert more effort. So even if you use it for the same duration, it uses more power. Meralco Power Lab estimates a 25% to 40% increase in electricity consumption during summer vs cooler months even without increasing usage. With increased use, the consumption goes up proportionately.

If you want to learn more about your June bill and Installment Plan details, you may refer to the last page of your June bill and see "Details of your June Bill" section, or you may also go to www.meralco.com.ph/understandingyourbill

If you need further assistance, you may get in touch with us through any of the channels listed below.